

SECTION C
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT
PERFORMANCE WORK STATEMENT

SECTION I - GENERAL INFORMATION

C-1 BACKGROUND

The uniform requirements of three separate Land Management Agencies, the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers, are included within the scope of this contract. Included are the acquisition of all civilian uniforms, patches, insignia, headwear, footwear, outerwear, and related items for approximately 24,100 employees of the three Agencies.

The **National Park Service** consists of 379 Units in the Park System and has between 15,000 to 17,000 employees in uniform. There are seven Regions in the National Park Service. Each Region has a Regional Uniform Coordinator who represents the uniform field divisions and serves as the liaison between the field and the Servicewide Uniform Coordinator on all issues pertaining to the Uniform Program. The Servicewide Uniform Coordinator is the manager of this contract and the Contract COTR. Each individual Park location also has a Park Uniform Coordinator. (See NPS-43, Chapter 4, for more organizational information). Additionally, between 6,000 and 8,000 seasonal employees are hired each year beginning in March and April and require uniform components. Each year the annual closeout period in August has typically been a peak season for acquisition of uniform components.

The **U.S. Fish and Wildlife Service** consists of 520 Wildlife Refuges and has approximately 4,300 uniformed employees. There are seven Regions in the U.S. Fish and Wildlife Service. Each Region has a Regional Uniform Coordinator who represents the uniform field divisions and serves as the liaison between the field and the Washington Office Uniform Coordinator on all issues pertaining to the Uniform Program. The Washington Officer Uniform Coordinator is the Agency COTR for this contract. Each individual Wildlife Refuge has a Uniform Coordinator. (See 014 FW4 Fish and Wildlife Service Manual for more organizational information).

The **U.S. Army Corps of Engineers** consists of eight Divisions, 33 Districts, and 456 Projects and has approximately 2,500 employees in uniform. Each District has a District Uniform Coordinator who represents the uniform field projects and serves as the liaison between the field and the Washington Office Uniform Coordinator on all issues pertaining to the Uniform Program. The Washington Office Uniform Coordinator is the Agency COTR for this contract. (See ER & EP-1130-2-550, Chapter 8, for more organizational information). Additionally, approximately 600 employees are hired each year beginning in April and May and require uniform components. Each year the annual closeout period in August has typically been a peak season for acquisition of uniform components.

Over the past five years, approximately 33 million dollars in appropriated funds have been spent under this contract for the uniform components for all three Agencies. In addition, approximately 1.2 million dollars in non-appropriated funds have also been spent. The estimated quantities in Section B represent an average of purchases made under the program during the past five years. The quantities in Section B of the contract are estimates only for the appropriated funds. The actual quantities ordered may vary significantly. A cumulative payment will be made by the National Park Service on a monthly basis on behalf of all three Agencies after receipt of the ordered uniform components and a 30-calendar day acceptance period.

The unit prices in Section B have historically represented both the cost of purchasing and/or manufacturing all uniform components and all other indirect costs attendant to successfully perform the work. Indirect costs include all costs associated with performing the tasks necessary to manage the program as set forth in Section III, Performance Requirements.

The three distinct Uniform Programs are regulated by the Federal Uniform Allowance Act (F.E.U.A.) of 1954 (as amended). In addition, each Agency has unique regulations and policies that govern their particular programs. These regulations are listed below and are available via the internet at the following locations:

1. National Park Service, Director's Order 43, Uniform Program
See Attachment I.
2. U.S. Fish and Wildlife Service, Manual 041FW4
Internet Address: <http://www.fws.gov/directives.041fw4.html>
3. U.S. Army Corps of Engineers, ER-1130-2-550, Chapter 8
EP-1130-2-550, Chapter 8
Internet Address: <http://www.usace.army.mil/inet/usace-docs>

C-2 **GOALS AND OBJECTIVES**

The goals and objectives of the Uniform Program are to:

1. Project a distinctive and professional publicly recognized image to visitors and the American public.
2. Provide employees with functional, durable and comfortable clothing which is appropriate for assigned duties and area climates and fosters employee health and safety.
3. Promote employee identification with the individual Agency and foster employee esprit des corps.
4. Ensure the highest possible degree of consistency in uniform appearance that is commensurate with the diversity of tasks and climates.
5. Maintain a uniform distribution system which provides quality uniforms in a timely manner and is financially accountable and cost effective.
6. Ensure that environmentally preferable and energy efficient products, processes, and services are utilized in the design, manufacture, packaging and distribution of uniform components.

All three programs place great emphasis on professional appearance and consider the uniformed employee to be the most visible symbol for each. Uniforms that are comfortable, durable, easily maintained and professional in appearance are important to the image of all three Agencies and the ability of its employees to perform their duties.

C-3 **PURPOSE**

The purpose of this contract is to purchase and/or manufacture, warehouse, maintain inventory, and distribute uniform components to employees of the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers in an efficient and accountable manner.

SECTION II - DEFINITIONS

C-4 DEFINITIONS

The following terms are provided to facilitate understanding of the requirements of this solicitation:

1. **Acceptance** - Date that the employee enters acceptance into the database system, or when not entered, 30 calendar days after receipt of the uniform component. This will be referred to as “constructive acceptance”.
2. **Accountability** - Up-to-date identification of all goods and services properly provided and charged to the United States Government.
3. **Agencies** - For the purpose of this contract, Agencies are identified as the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers.
4. **Automated Clearing House (ACH) Payment Enrollment Form** - A form which contains electronic payment information to facilitate required electronic funds transfer of payment.
5. **Accounting Operations Center (AOC)** - The National Park Service’s centralized Accounting Operations Center. This office is the authority that prescribes financial accounting procedures for all National Park Service units and for Government Contractors.
6. **Agency Contracting Officer’s Technical Representative** - An authorized representative of the Contracting Officer responsible for technical monitoring of an individual Agency program. Acts within the authority delegated by the Contracting Officer.
7. **Annual Allowance and Program Closeout** - Period of time at the end of the fiscal year during which the Contractor identifies the status of the allowance account for each employee and end of year inventory is conducted. During this time, processing of uniform orders is suspended.
8. **Personal Bankcard** - A form of non-cash personal payment rendered to the Contractor for goods and services using a financial institution’s authorization. This can be a credit card or debit card.
9. **Backorder** - Any ordered uniform component when the date of shipment exceeds 15 calendar days of the order date or 45 calendar days for a non-standard size.

10. **COE** - The U.S. Army Corps of Engineers, United States Department of the Army.
11. **Completion** - A method of surveillance for a performance output which is either ongoing, annual, every two years, or 100% complete.
12. **Contracting Officer** - A National Park Service official with the delegated authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
13. **Contract Contracting Officer's Technical Representative (COTR)** - One authorized representative of the Contracting Officer responsible for the technical monitoring of the entire Uniform Program. Acts within the authority delegated by the Contracting Officer. Responsible for coordinating the efforts of the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers, as required. The National Park Service COTR serves in this capacity.
14. **Contract Specialist** - A National Park Service official responsible for the contractual monitoring of the Uniform Program, acting within the authority delegated by the Contracting Officer.
15. **Constructive Acceptance** - 30 calendar days following employees receipt of the uniform component.
16. **Credit** - Amount returned to employee's uniform allowance for returned uniform components initially purchased under the employees allowance.
17. **Customer Complaints** - Unsolicited or solicited negative comments connected with any portion of the Uniform Program from the uniformed employees.
18. **Employee Control Number** - A unique seven-digit number used for employee identification throughout the database system.
19. **Environmental Compliance** - Conformity of facilities used to manufacture uniform components under this contract to applicable federal, state, and local environmental laws and regulations.
20. **Environmental Preferability** - A product or service that, over its lifecycle, has a potential lesser or reduced negative effect on human health and the environment when compared with competing products and services that serve the same purpose.

21. **Environmental Performance** - The combined attributes of the environmental preferability of the uniform components and the environmental compliance of the facilities used to manufacture the uniform components.
22. **Exchanges** - Uniform components shipped back to the Contractor due to misorder, misfit, or other reasons. Error may be on employee or Contractor's part.
23. **Exchange or Return Period** - 30 calendar days following employee receipt of item.
24. **FWS** - The U.S. Fish and Wildlife Service, United States Department of the Interior.
25. **Government Purchase Card** - A form of non-cash payment rendered to the Contractor on behalf of the Government using a financial institution's authorization for goods and services for a one time only purchase.
26. **Manufacture** - Activities undertaken by the prime contractor or any subcontractor or supplier to develop materials, assemble, or package any uniform component.
27. **NPS** - The National Park Service, United States Department of the Interior.
28. **National Park Units** - The Units of the National Park System, e.g., National Parks, Seashores, Recreation Areas, Memorials, Preserves, Battlefields, Lakeshores, Reserves, Rivers and Wild and Scenic Riverways, Scenic Trails, Historic Sites, Military Parks, Battlefield Sites, Historical Parks, International Historic Sites, Parkways, Performing Art Sites, and Monuments.
29. **Non-Standard Sizes** - Sizes not specified by the contract as standard sizes in the Uniform Component Specifications.
30. **Order Control Number** - A unique number for order identification throughout the database system.
31. **Organizational Codes** - Unique codes established for location and accounting purposes within the three Agencies. Identifies the smallest Administrative Unit, i.e., Park, Refuge, Project or Office.
32. **Performance Bonus** - Point(s) earned by the Contractor for performance over and above the satisfactory performance requirements specified in the Performance Requirements Summary.

33. **Performance Requirements Summary (PRS)** - A listing of the performance outputs under the contract that will be evaluated by the Agency COTRs on a quarterly basis, the performance requirements of the listed outputs, and the surveillance methods to be used for these outputs.
34. **Phase-In Period** - Period after contract award and prior to contract startup. For the purpose of this contract, the phase-in period will begin on July 1, 2000 and extend through September 30, 2000.
35. **Phase-Out Period** - Period after contract expiration and prior to new contract startup. For the purpose of this contract, the phase-out period will begin on July 1, 2005 and extend through September 30, 2005.
36. **Quality Assurance** - A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.
37. **Quality Control** - Those actions taken by the Contractor to control the production of performance outputs to ensure that they conform to the contract requirements.
38. **Receipt Date** - The date that the uniform components are delivered and received at the delivery address set forth on the order form.
39. **Refunds** - Personal funds that are replenished to the employee if a uniform component is returned or not available.
40. **Regional or District Uniform Coordinator** - Points of contact for field units. These coordinators provide input and direction to the Agency COTR on the Uniform Program. The National Park Service, and the U.S. Fish and Wildlife use the designation "Regional". The U.S. Army Corps of Engineers use the designation "District".
41. **Returns** - Uniform components shipped back to the Contractor due to misorder, misfit, or other reasons. Error may be on employee or Contractor's part.
42. **Sampling** - A casual browsing method where each performance output has an equal chance of being selected for quality assurance surveillance.
43. **Scheduled Maintenance** - Between 3:00 a.m. and 6:00 a.m. EST everyday including Federal holidays.
44. **Special Handling** - Uniform components that are not shipped within the continental United States that require special packaging and shipment (i.e. Hawaii, Puerto Rico).

- 45. **Standard Uniform Sizes** - Standard sizes are specified in the Uniform Component Specifications and in the American Society for Testing and Materials (ASTM). In the case of conflict, the Uniform Component Specifications govern.
- 46. **Technical Support Meetings** - Meetings between the Contractor's staff, Agency COTRs, collectively or independently, and others to resolve technical apparel or website issues.
- 47. **Training Sessions** - Training sessions offered by the particular Agency where the Contractor's staff will participate and discuss issues about the current uniform components and/or new products.
- 48. **Uniform Allowance** - Amount authorized for uniform components at Government expense.
- 49. **Uniform Committee Meeting** - An annual meeting where members of the individual Agency Uniform Committees meet to provide input and direction to the Uniform Program.
- 50. **Unsatisfactory Performance** - An output that meets the definition of unsatisfactory performance in the Performance Requirements Summary.
- 51. **Unscheduled Maintenance** - Downtime which is not scheduled.

SECTION III - PERFORMANCE REQUIREMENTS

C-5 SCOPE OF WORK

Independently, and not as an agent of the Government, the Contractor shall provide all services including labor, equipment, tools, materials, facilities, and travel, (except as otherwise specified in this contract) to purchase and/or manufacture and distribute uniform components for the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers in an efficient and accountable manner. This includes, but is not limited to, purchase and/or manufacture and distribution of all uniform components, design and maintenance of a web-based ordering system that interfaces with Agency specific uniform allowance programs, an inventory control system, customer service for all uniformed employees, and research and special needs. A complete list of uniform components required by each Agency is set forth in Section B. The Agency specific regulations and policies, including the specific uniform allowance programs, are set forth in Attachments I and J, and are incorporated into this contract. Uniform components shall be purchased and/or manufactured in accordance with the specifications contained in Attachments A through E and this Performance Work Statement. The Contractor shall perform to the standards set forth in the Performance Requirements Summary that is included as Attachment K.

In performing the requirements of this contract, the Contractor shall utilize the technical and management approaches proposed in response to the solicitation. The Contractor is allowed flexibility in performance of this contract to the extent that performance outcomes specified in Section C of the contract and offered in the proposal are not degraded. Both parties recognize the Contractor's proposal in response to the solicitation as the baseline for performance. In the event of conflict between the provisions of the technical proposal and any other clause of this contract, the conflict shall be resolved in accordance with FAR Clause 52.215-33, Order of Precedence. The Government, upon award of this contract, will have full rights of ownership of the technical proposal and the data contained therein.

All employee information compiled by the Contractor in performance of the contract shall be safeguarded. Such information will be the property of the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers, respectively. The Contractor shall not use this information for any other purpose, commercial or otherwise.

C-5.1 **Contract Phase-In**

Contract phase-in shall begin at contract award. *All work shall be performed in accordance with the Contractor's Phase-In Plan dated June 26, 2000 outlined in Attachment G.* The Contractor shall time the phase-in to take place so that all services, functions, and operations are available on or before October 1, 2000. The Contractor shall also have all systems and communication equipment and software operational and all personnel trained and in place on or before to October 1, 2000.

Each Agency COTR will provide an orientation to the Contractor's personnel at the Contractor's facility during the phase-in period of the contract. This meeting will orient the Contractor to the uniqueness of each Agency's Uniform Program. All orientations will be complete on or before September 1, 2000.

C-5.2 **Quality Assurance**

In accordance with the Inspection of Services Clause at FAR 52.246-4, the Government will evaluate the Contractor's performance under this contract. For those performance outputs listed in the Performance Requirements Summary in Attachment K the Agency COTRs will follow the methods of surveillance specified in this Summary. Government personnel will record all surveillance observations during each quarter and evaluate the Contractor's performance as either (S) satisfactory, (U) unsatisfactory, or (B) bonus. A teleconference to discuss the results of the surveillance will be held on a quarterly basis.

When an observation indicates unsatisfactory performance, the Agency COTR will notify the Project Manager of the unsatisfactory performance immediately rather than waiting for the end of the quarter.

Evaluation methods of surveillance are explained below:

1. **Sampling**

Three to 50 actions will be reviewed during each quarter for each performance output identified under this method of surveillance. If any of the actions in the sampling are unsatisfactory, additional items will be reviewed. A final determination regarding satisfactory, unsatisfactory performance, or bonus performance will then be made based on the collective scope and affect of the problem.

2. **Completion**

Each individual performance output will be reviewed during each quarter to determine if the work completed to date is satisfactory, unsatisfactory, or worthy of a bonus. Tasks in this area of evaluation are further defined as, ongoing, annual, twice a year or 100% complete.

3. **Customer Complaints**

Unsolicited or solicited negative comments connected with any portion of the Uniform Program will be reviewed to determine the validity of the complaint by the Agency COTR. Once a customer complaint is received, sampling may be necessary to determine the complete scope of the problem. Again, the determination of satisfactory versus unsatisfactory will be determined based on the collective scope and affect of the problem.

Each bonus or unsatisfactory performance output will be worth one point. Points will be first consolidated by the Agency COTRs, and then tallied. Unsatisfactory performance will result in a deduction of \$5,000 per point to the extent bonuses are not earned. Bonus points earned will result in a payment of \$5,000 per point to the extent that unsatisfactory performance does not exist. Particular attention will be paid to customer complaints from uniformed employees.

By the 15th day of the month following the first three quarters (i.e., January, April, and July), the Agency COTRs will prepare a consolidated review of the Contractor's performance using the outputs identified in the Performance Requirements Summary. A copy of this consolidated review will be provided to the Contractor on or before the 20th of the month. The consolidated report will identify which performance outputs are satisfactory, unsatisfactory or worthy of a bonus. The teleconference will then be held on or before the 30th of the month.

At the end of the contract year, the entire contract period will be reconciled. The number of unsatisfactory and bonus points will be tallied on or before September 1st and forwarded to the Contractor. If more unsatisfactory points are earned, a deduction of \$5,000 per point will be made in the final contract payment. If more bonus points are earned, a payment equal to \$5,000 per point will be added to the final contract payment. The amount of deduction or incentive will not exceed \$100,000 per year.

The judgements of the Government during surveillance of the performance outputs are not disputable under the provisions of this contract.

The Government surveillance of tasks not listed in the Performance Requirements Summary or by methods other than those listed in the Performance Requirements Summary (such as provided for by the Inspection of Services clause) will also occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the Contracting Officer as a result of surveillance will be in accordance with the terms of this contract.

C-5.3 **Contract Organization**

This contract is divided into Project Management and Quality Control and the following four primary Contractor Functions:

- I. Manufacture and Distribute Uniforms;
- II. Uniform Allowance Control and Database System;
- III. Uniform Inventory and Control System; and
- IV. Customer Service, Research and Special Needs.

C-6 **PROJECT MANAGEMENT AND QUALITY CONTROL**

Definition: **Project Management** - Managing all work performed under this contract in an accountable manner.

Definition: **Quality Control** - Those actions taken by the Contractor to control the production of performance outputs to ensure that they conform to the contract requirements.

In the area of Project Management and Quality Control, the Contractor shall:

C-6.1 **Project Manager**

Provide a Project Manager as a single point of contact to interface with the Contracting Officer and the Contract COTR. The Project Manager designated shall remain in this position for the duration of this contract except when a justifiable reason precludes this. This person shall be responsible and knowledgeable regarding the uniform components of all three agencies.

C-6.2 Agency Specific Key Personnel

Provide other Agency specific Key Personnel who will be responsible and dedicated to the individual Agency programs. The other Agency specific Key Personnel designated shall remain in these positions for the duration of this contract except when a justifiable reason precludes this. These Key Personnel shall provide day-to-day interface with the Agency COTRs on the individual agency Uniform Program requirements.

C-6.3 Environmental Performance Coordinator

Provide an Environmental Performance Coordinator as a single point of contact to interface with the Contracting Officer and the Contract COTR for issues pertaining to enhancing the environmental preferability of the uniform and environmental compliance of facilities used in the materials manufacture of uniform components. The Environmental Performance Coordinator will also be responsible for the development of the Environmental Performance Annual Report (See Paragraph C-8.4.K.4.B) and for coordination of research related to environmental preferability (See Paragraph C-10.2).

C-6.4 TELECONFERENCE

Participate in a teleconference on July 6, 2000 with the Contracting Officer, the Contract COTR, and NPS Information Technology personnel on the phase-in plan for the contract. The Contractor's Program Manager, Project Manager and Information Technology personnel shall also participate. The Contractor shall record minutes of this teleconference and provide electronic copies to the Contracting Officer, all Agency COTRs, and the Information Management personnel. The minutes shall include a record of all agreements reached during the teleconference.

C-6.5 Meetings and Travel

Attend and participate in a minimum of 39 meetings and 76 teleconferences to meet with the Contracting Officer, Agency COTRs, and other Government personnel. Meetings may take place at one of the following locations: Harpers Ferry, West Virginia; Washington, DC; or the Contractor's Facility. The Agency COTR will determine the location of each meeting. The Contractor shall record minutes of meetings. Electronic copies of the minutes shall be provided the Contracting Officer, all Agency COTRs, and other involved participants.

Specific minimum meetings and teleconference requirements follow for each of the three Agencies:

1. One Uniform Committee meeting (annually);
2. Six training sessions (annually);
3. Six technical support meetings (annually);
4. Two monthly teleconferences (twice a month); and
5. Four teleconferences regarding performance (jointly -- all three agencies, quarterly).

In addition to the minimum meetings and teleconferences required, travel to field locations, training centers, agency meetings and other meetings and functions to provide technical advice on the Uniform Program may also be required to successfully perform the work.

C-6.6 Operations Manual and Checklist

Provide an operations manual that contains the Contractor's policies and procedures for this program. The manual shall cover each major Contractor Function and the associated Key Personnel and trained staff for each.

The manual shall also identify all major Contractor Functions and sub-functions set forth in the Performance Requirements in a checklist format with milestones or scheduled dates for completion and status of each task.

The Contractor may expand the manual to contain any information deemed necessary to help inform the uniform employees and manage the program.

The manual shall be provided on October 1, 2000 and updated annually. Eight copies are required as follows:

1. Three copies shall be provided to the Contracting Officer;
2. Two copies shall be provided to the Contract COTR; and
3. One copy shall be provided to each Agency COTR.

C-6.7 Duplex-Copying And Use Of Recycled-Content, Process-Chlorine Free Paper

Whenever documents are to be transmitted in paper copy, rather than electronically, these documents must be duplex copied, double-sided, and printed on paper that contains at least 30% post-consumer content recycled material and that is certified by a third-party as being manufactured without the use of chlorine, process-chlorine free.

C-6.8 Quality Control Plan

Implement and maintain the comprehensive Quality Control Plan contained in Attachment F (1), Quality Control and Performance Requirements Summary for Project Management.

C-7 **MANUFACTURE AND DISTRIBUTE UNIFORMS**

C-7.1 **MANUFACTURE AND DISTRIBUTE**

Definition: Uniform components are purchased and/or manufactured in accordance with Uniform Component Specifications and are distributed in a timely and accountable manner. Uniform Component Specifications are set forth in Attachments A through E.

In the area of Manufacture and Distribute, the Contractor shall:

C-7.1.A **Manufacture**

Ensure that all uniform components are purchased and/or manufactured in accordance with both general and item-specific specifications contained in this contract. All changes made in materials or manufacturing processes following contract award must be approved **in writing** by the Contracting Officer before the change is made.

C-7.1.B **First Article Test and Inspection**

Prior to the use of a new material or material source (including trim or zippers), the Contractor shall furnish a sample of the material with supporting data and revised specifications to the Agency COTRs for inspection and approval.

First article testing shall be performed in accordance with Federal Acquisition Regulation 52.209-3 (See Section I).

Three full sets of first article uniform components are required by October 1, 2000 to each Agency COTR for their individual program. One set will be used for testing which may render the garments unusable, one set will be retained by each Agency COTR, and the final set will be returned to the Contractor for retention.

Visual appearance shall be included in the standard for testing of uniform components. Should the overall appearance of the uniform component not meet with the approval of the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers, regardless of technical specification adherence, the item may be rejected as unacceptable.

The National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers reserves the right to accept items not manufactured to specifications, if it can be shown that new manufacturing methods or materials provide a superior product. The Contractor bears the responsibility for providing industry standard evidence to support the change in specification to first article items.

Within 30 calendar days after first article approval, the Contractor shall provide accurately and professionally labeled swatch books containing the materials, trim, buttons, insignia that are used in the purchase and/or manufacture of this contract's uniform components for each Agency's program. Within 30 calendar days after approval of changes to garments or other uniform components, the Contractor shall provide any revised uniform components and swatch book materials to the Agency COTRs.

C-7.1.C **Comprehensive Plan**

Implement and maintain the Comprehensive Plan contained in the Attachment F (2), Quality Control and Performance Requirement Summary for Manufacture and Distribute. The following elements are contained in the Contractor's Quality Control and Performance Requirement Summary, Attachment F (2):

1. Level of stocking of raw materials;
2. Use of materials that are environmentally preferable;
3. Inspection systems;
4. Storage and turnover of finished goods;
5. Matching goods to customer orders; and
6. Distribution procedures and ability to track and account for uniform components.

C-7.1.D **Uniform Components and Sizes**

Purchase and/or manufacture all sizes of uniform components and accessories, including non-standard sizes. Continually monitor the non-standard component sales history data to determine if size ranges need to be changed. Maintain the standard sizes specified in the Uniform Component Specifications.

C-7.1.E **Core Inventory Uniform Components**

Keep the following core uniform components available in inventory without exception:

C-7.1.E.1 **NATIONAL PARK SERVICE**

N209	Belt, 9 Oz. Embossed
N259	Hat, Tan Felt
N301	Hat, Straw Summer
N428	Shirt, Male, Grey, 10 Oz. 65/35 P/R Tropical, SS, CC with Badge Tab
N454	Shirt, Female, Grey, 10 Oz. 65/35 P/R Tropical, SS, CC with Badge Tab
N554	Trousers, Male, Green, 11 Oz. 55/45 P/W Tropical
N565	Trousers, Male, Green, 11 Oz. 55/45 P/W Tropical

C-7.1.E.2 **U.S. FISH AND WILDLIFE SERVICE**

F211	Belt, Male, Brown, 9-10 Oz., Leather, Regular Work
F212	Belt, Female, Brown, 9-10 Oz., Leather, Regular Work
F336	Jeans, Male, Brown, 12 Oz. Cotton Denim
F339	Jeans, Female, Brown, 12 Oz. Cotton Denim
F437	Shirt, Male, Tan 4 Oz.. P/C, SS with Badge Tab
F463	Shirt, Female, Tan 4 Oz. P/C, SS with Badge Tab
F552	Trousers, Male, Brown 8 Oz. 65/35 P/C Chetopa IV Twill
F572	Trousers, Female, Brown 8 Oz. 65/35 P/C Chetopa IV Twill

C-7.1.E.3 **U.S. ARMY CORPS OF ENGINEERS**

C208	Belt, Black, 9 Oz. Leather, Duty
C422	Shirt, Male, Grey 10 Oz. 65/35 P/R Tropical, SS, CC with Badge Tab
C448	Shirt, Female, Grey 10 Oz. 65/35 P/R Tropical, SS, CC with Badge Tab

C555	Trousers, Male, Green 11 Oz. 55/45 P/W Tropical
C574	Trousers, Female, Green 11 Oz. 55/45 P/W Tropical

C-7.1.F. **Javits-Wagner O'Day (JWOD) Mandatory Uniform Components**

Provide the following mandatory uniform components from an approved JWOD source(s):

C-7.1.F.1 **NATIONAL PARK SERVICE**

N266	Cap, Ski, Dark Green Acrylic Knit
N268	Cap, Ski, Dark Green Wool Knit
N565	Trousers, Maternity, Green 11 Oz. 55/45 P/W Tropical
N619	Shirt, Maternity Smock, Grey 4.25 Oz. 65/35 P/C Poplin, LS
N621	Shirt, Maternity Smock, Grey 4.25 Oz. 65/35 P/C Poplin, SS
N343	Jumper, Maternity, Green 11 Oz., P/W Tropical

C.7.1.F.2 **U.S. FISH AND WILDLIFE SERVICE**

F264	Cap, Ski, Dark Brown Wool Knit
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C.7.1.F.3 **U.S. ARMY CORPS OF ENGINEERS**

C265	Cap, Ski, Dark Green Acrylic Knit
C267	Cap, Ski, Dark Green Wool Knit
C342	Jumper, Maternity, Green, 11 Oz. Tropical
C564	Trousers, Maternity, Green 11 Oz. 55/45 P/W Tropical
C618	Shirt, Maternity Smock, Grey, 4.25 Oz. 65/35 P/C Poplin, LS
C620	Shirt, Maternity Smock, Grey, 4.25 Oz. 65/35 P/C Poplin, SS
C343	Jumper, Maternity, Green, 11 Oz., P/W Tropical

C-7.1.G **Patches**

All patches will be Government-Furnished as follows:

- A. The National Park Service will initially provide 50,000 loose patches for the inventory. The Contractor shall notify the Contract COTR when additional patches are required within 30 calendar days of need.
- B. The U.S. Fish and Wildlife Service will initially provide 10,000 loose patches for the inventory. The Contractor shall notify the Contract COTR when additional patches are required within 30 calendar days of need.
- C. The U.S. Army Corps of Engineers will initially provide 10,000 loose patches for the inventory. The Contractor shall notify the Contract COTR when additional patches are required within 30 calendar days of need.

C-7.1.H **Dies**

Maintain Government-Furnished dies for the hatbands and belts for the National Park Service, and the U.S. Army Corps of Engineers. Maintain Government-Furnished dies for the name disk for the U.S. Fish and Wildlife Service.

C-7.1.I **Name Tags, Bars, and Disk**

Provide cloth name tags, name bars and name disks in accordance with the Uniform Component Specifications.

C-7.2 **ENVIRONMENTAL PERFORMANCE**

Definition: The combined attributes of the environmental preferability of the uniform components and the environmental compliance of the facilities used to manufacture the uniform components.

In the area of Environmental Performance, the Contractor shall:

C-7.2.A **Environmental Compliance**

Ensure that all facilities, including those operated by the prime and subcontractors, to manufacture and store uniform components supplied under this contract, are in compliance with applicable federal, state, and local environmental requirements. Implement environmental management systems to ensure compliance, and submit related documentation to the Contracting Officer, as requested. Identify for all facilities, applicable regulations, environmental permits, environmental compliance points of contact. Demonstrate compliance, through internal audits, regulatory inspection reports and/or other appropriate mechanisms. If a manufacturing or storage facility used under this contract is identified as having any potential violation of an environmental regulation by a regulatory agency, notify the Contracting Officer. Document environmental compliance programs in the comprehensive plan.

C-7.2.B

Environmental Preferability

Use materials and processes that are environmentally preferable, particularly focusing on use of recycled materials, materials that require less-toxic garment care, and minimization of pesticides, persistent toxic chemicals, and carcinogens. In the manufacturing process, prevent pollution, recycle materials, and reduce or eliminate the generation of hazardous waste. Manufacture using processes that are energy efficient and that conserve water. Apply EPA's Guiding Principles for Environmentally Preferable Purchasing to the lifecycle of the uniform components. Document recommendations to increase the environmental preferability of the uniform components in the comprehensive plan.

C-7.2.C

Comprehensive Plan

Implement and maintain the Comprehensive Plan contained in the Attachment F (6), Environmental Management Plan.

C-8 **CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM**

Implement and maintain the Comprehensive Plan as contained Attachment F (3) Quality Control and Performance Requirements Summary for the Centralized Uniform Allowance Control Database System.

C-8.1 **CENTRALIZED DATABASE SYSTEM**

Definition: Contractor database system that interfaces with the Government database system and provides the Government with read-only access to the entire database through the use of ODBC or SQL*NET connections for the purpose of download, extract, and ad-hoc reporting. Provide the capability for the agency to do automatic updates to the employee validation tables.

The Contractor's application must easily interface with the National Park Service, the U.S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers environments as follows:

NPS Environment - Oracle 8.1.5 Windows NT 4.0 SP5

FWS Environment – Windows 95/98 NT

COE Environment – UNIX SON Selan's, Oracle Database

In the area of the Centralized Database System, the Contractor shall:

C-8.1.A **Design**

Coordinate with Agency-designated personnel on the design of the database during the phase-in period.

The database system covered by this contract will be hosted by the National Park Service. The National Park Service covers a majority of the system users. In addition, the U. S. Fish and Wildlife Service, and the U.S. Army Corps of Engineers will also be users of the system. It is our expectation that upon contract award, the Contractor shall work with the National Park Service to transition and integrate the two data systems together, between June 30, 2000 and September 30, 2000.

Beginning October 1, 2000, the National Park Service, the U. S. Fish and Wildlife Service, and the U. S. Army Corps of Engineers will begin processing orders. The National Park Service will validate its users against their personnel system. The U. S. Fish and Wildlife Service, and the U. S. Army Corps of Engineers validation requirements will be phased-in based on the success of the National Park Service validation process. The exact dates of phases will be negotiated with the Contractor after contract award and incorporated into the contract by modification.

C-8.1.B **Documentation**

Provide a complete and detailed documentation of the final database design, including table layout identifying fields (names, types, size and descriptions), key fields, indexes, views and table relationships and a manual for operation. The Contractor shall also provide SQL scripts and documentation for re-creating the database in its entirety. A complete set of documentation of the application as well as a user operational manual shall be provided.

C-8.1.C **System Back-up**

C-8.1.C.1 **Hardware and Software**

Safeguard all systems hardware and software. Include all current and historical inventory and personnel information data. Maintain a complete separate backup system and separate data storage system.

C-8.1.C.2. **Database**

Perform daily backups of the database to a separate secure system. Provide an export of the current database on CD-ROM to each Agency COTR by the 10th calendar day following the end of each quarter (i.e., January, April, July, and October).

C-8.1.D **Maintain System**

Ensure all Agency allowance system differences (including varying allowance structures, classes, categories, amounts, and other employee profile information) and retention of all data, is maintained in the database system.

The Agency will provide the Contractor with validation tables containing employee profiles. These tables will be extracted from FPPS and agency specific employee profile data on a weekly basis and posted to the Contractor's system each week. The Contractor shall establish a custom validation profile containing information necessary for the Uniform Ordering process such as user IDs, and encrypted passwords, shipping addresses, employee size profiles, e-mail addresses, routing information for electronic reporting, and any other information that may be required and that is not already contained in the Agency's validation table.

The Contractor shall maintain the Government-Furnished profiles and also establish procedures to identify when an employee exceeds their allowance and the item must be paid for separately.

C-8.1.E **Scheduled and Unscheduled Maintenance**

Scheduled maintenance of system shall be between 3:00 a.m. - 6:00 a.m. EST, including Federal holidays. Uptime will be seven days a week, 365 days a year. Unscheduled downtime must not be more than five percent of the time annually. The Contractor shall notify the Agency COTRs of any scheduled or unscheduled outages with an estimated downtime.

C-8.1.F **Archives**

The Contractor's database shall provide tables and procedures for archiving data to an archive database or table space and provide read-only access to those tables to the Agency for ad-hoc and pre-defined reporting purposes. Information shall be archived on an annual basis. All archived data will be provided to each Agency COTR at the completion of closeout.

C-8.2 **WEBSITE**

Definition: Entry point for ordering, catalogs, reports and other Uniform Program information.

In the area of Website, the Contractor shall:

C-8.2.A **Design**

Design and maintain a single website entry point for all Agencies with a link to each Agency uniform catalog. Access to the website shall be password protected (i.e., no public access shall be allowed). Access will be determined by user ID, password, and Agency identification.

The website shall accommodate between 73,000 and 80,000 orders annually and provides for routine and peak-period fluctuations (i.e., spring seasonal hiring and peak ordering at annual closeout). The website shall accommodate receipt of uniform allowance authorizations, order forms, and other documents submitted to the Contractor by field stations, program managers, districts, Contracting Officers, and agency COTRs. The websites shall be updated when new uniform components are approved or deleted and when instructions are issued or changed. The design shall also provide for daily messages to be posted in accordance with directions from each Agency COTR.

C-8.2.B **Application**

Use an application that is easily accessible through the Internet to Agency field units. The Contractor's application shall be a forms-based Web application which gives each order submitted a unique order number and produces a discrete copy of each order submitted by an Agency employee. Application functionality shall be natively supported by Internet Explorer 4.x and Netscape 4.x and not require downloading and local installation of application components. (For example, the application should not require any custom 'virtual machines', Java class libraries, ActiveXcomponents, or use browser specific features).

Any requirements for employee personal information, such as credit card information or address, must be done on a secured connection using a secured socket layer (SSL). Contractor's application will also include a secure WEB administrative module for purpose of running reports and updating employee profiles. Web application shall be easily accessible through the Internet to Agency field units.

C-8.2.C **Website Management**

Website information shall be current, accurate and complete. The Contractor shall add useful information to the website within five calendar days of the new information becoming available.

C-8.3. **ORDERS**

Definition: Fill purchase requests from employees within the three Agencies electronically using a web-based ordering system. The web-based ordering system will be exclusive. Orders by fax, mail, e-mail or any other means other than the on-line web ordering system are not permissible.

In the area of Orders, the Contractor shall ensure that the web-based ordering system is used exclusively and shall:

C-8.3.A **Ordering**

Process individual orders, including returns, exchanges, refunds, credits, backorders, non-standard size orders, and special handling requirements.

C-8.3.B **Instructions**

Prepare employee ordering instructions including special instructions for ordering non-standard sizes outside of standard size ranges. This information shall be available on the website.

C-8.3.C **Return, Exchange and Refund Procedures**

Develop, implement and maintain procedures for handling returns, exchanges and refunds. All returns shall be at the Contractor's expense. A prepaid shipping label shall be included for returns.

C-8.3.D **Employee Size Profile**

Maintain the employee size profile on each uniformed employee.

C-8.3.E **Personal Payments**

Develop, implement, and maintain procedures to permit personal checks and personal bankcard payments when the order amount is greater than the available authorized allowance.

C-8.3.F **Government Purchase Card Payments**

Develop, implement, and maintain procedures to permit Government purchase card payments for one time only purchases.

C-8.3.G **Color Uniform Catalog**

Develop, produce and distribute a color illustrated uniform catalog for each agency by October 1, 2000 and update annually. The catalog shall be produced for both the website and copy distribution. The catalog portion of the website shall permit easy updates, deletions or revisions of specific uniform components. The existing web-based catalog is available at <http://www.horacesmallapparel.com> and is for informational purposes only.

C-8.3.G.1 **Website Updates**

Post updates for new or revised components on the website within five calendar days after notification by the Agency COTR.

Catalog information shall be up-to-date at all times and identical to the line item contract amounts in Section B.

C-8.3.G.2 **Catalog Updates**

Update and distribute the color illustrated catalog between November 30th and January 15th of each year.

C-8.3.G.3 **Review and Approval**

Submit catalog mock-ups to each Agency COTRs for review and approval.

C-8.3.G.4 **Copy Distribution**

Distribute the approved color illustrated catalog to each Agency in 1,000 copies as set forth below.

Catalogs and updates shall be distributed within ten calendar days of completion.

C-8.3.G.4(a) **NATIONAL PARK
SERVICE**

Two copies to the Contracting Officer; 100 copies to the COTR; and the remainder distributed to Seven Regional Coordinators and 379 units as specified by the COTR.

C-8.3.G.4(b) **U.S. FISH AND
WILDLIFE SERVICE**

Two copies to the Contracting Officer, 50 copies to the COTR; and the remainder distributed to the Seven Regional Coordinators and 520 Wildlife Refuges as specified by the COTR.

C-8.3.G.4(c) **U.S. ARMY CORPS OF
ENGINEERS**

Two copies to the Contracting Officer; 50 copies to the COTR; and the remainder distributed to the 37 Districts and 472 Projects as specified by the COTR.

Each Agency COTR will specify additional locations and addresses for distribution of the remaining catalogs. Catalogs may be distributed at the Uniform Committee Meetings and also used as briefing material. Excess catalogs shall be warehoused by the Contractor until disposition instructions are received.

The Government will provide the existing database with all addresses. The Contractor shall be responsible for augmenting and verifying the accuracy of this database in coordination with the Agency COTRs.

C-8.3.H **Posters**

Design, produce and distribute uniform appearance posters for each Agency for each uniform category (or class) by October 1, 2000. The posters shall be updated every two years.

C-8.3.H.1 **Review and Approval**

Submit poster mock-ups to each Agency COTRs for review and approval.

C-8.3.H.2 **Poster Distribution**

Posters shall be distributed as follows:

C-8.3.H.2(a) **NATIONAL PARK
SERVICE**

- (1) Duty 2,000 copies
- (2) Work 2,000 copies

Two copies to the Contracting Officer, 100 copies to the COTR, and the remainder distributed to Seven Regional Coordinators and 379 units as specified by the COTR.

C-8.3.H.2(b) **U.S. FISH AND
WILDLIFE SERVICE**

Work 2,500 copies

Two copies to the Contracting Officer, 50 copies to the COTR, and the remainder distributed to Seven Regional Coordinators and 520 Wildlife Refuges as specified by the COTR.

C-8.3.H.2(c) **U.S. ARMY CORPS OF
ENGINEERS**

Class B 2,500 copies

Two copies to the Contracting Officer, 50 copies to the COTR, and the remainder distributed to 37 Districts and 472 Projects as specified by the COTR.

Each Agency COTR will specify additional locations for distribution of the posters. Excess posters shall be warehoused by the Contractor until disposition instructions are received.

UNIFORM ALLOWANCE CONTROL SYSTEM

Definition: The Uniform Allowance Control System allows employees to receive credit up to the agency-specified limit. Regulations and policies for each Agency Uniform Program are set forth on the websites identified on Page C-2. Specific requirements for each Agency are defined in these regulations.

In the area of Uniform Allowance Control System, the Contractor shall:

C-8.4.A Uniform Allowance Control System

Maintain a system of individual employee and Government accounts for each Agency. Update individual accounts based on uniform orders, revised allowances and other data provided by the employee or the Agency COTR. Re-compute permanent employee allowances each new fiscal year; segregate the authorized credit allowed each employee and invoice the employee for orders that exceed the authorized allowance.

C-8.4.B Posting Accounts

Maintain a running total of employee charges that include charges to date and any charges pending (new charges that have not been posted to database based on the 30 calendar day exchange or return period). The Contractor shall not post a charge to an employee's account until expiration of the exchange or return period. The return or exchange period is 30 calendar days following the employees receipt of the uniform component.

If an employee is over the allotted allowance, the Contractor shall prompt the employee for payment method of either personal bankcard or personal check information. Charges shall not be made to the employee's bankcard until the 30 calendar day exchange or return period has expired. Personal check must be received prior to shipment of uniform components to the employee. The Contracting Officer will be notified regarding any personal payment problems and will pursue any difficult situations.

C-8.4.C **Shipping and Receipt Dates**

Develop a field in the database for the date shipped, date received, and date accepted at designated locations. The Contractor shall input the shipping and receipt dates at designated locations. The acceptance field shall be designed to permit the employee to enter this date. Absent return or exchange, or acceptance by the employee, the default field for acceptance shall be automatically posted on the 30th calendar day following the employees receipt of the item.

C-8.4.D **Accountability Records**

Maintain all accountability records for items shipped and items returned, official contract records and “books of original entry”. The National Park Service Management Officer will conduct a management review of the Contractor’s operation at least every three years.

C-8.4.E **Privacy Act**

Comply with the Privacy Act of 1974, as amended, and the rules and regulations issued pursuant to the Act. Data compiled or maintained that is related to Uniform Programs is the property of the United States Government and shall not be sold or otherwise made available for any purpose related to commercial or charitable organizations, including calling, mailing, and e-mailing lists, promotions, sale of items and services, and telephoned solicitations without specific written authorization from the Contracting Officer.

No information on employees shall be used for any purpose other than those stipulated in this contract without the written authorization of the Contracting Officer.

C-8.4.F **Notification**

Develop and implement a process for effectively notifying employees on the outcome of orders and exchanges including the date shipped or estimated shipping date of backordered items.

C-8.4.G

Notification of Garment Care

Identify the least toxic manner by which the garment can be effectively cleaned. Consider recommendations of EPA's Laundry Environmental Stewardship program and the similar effort underway in EPA's Design for the Environment: Garment and Textile Care Program.

Develop and implement a process for notifying employees of the care required for garments, environmentally preferable attributes, and other significant aspects of the Uniform Program Operation important to agency employees. This data shall also be available and accessible to authorized users on the website.

C-8.4.H

Annual Allowance and Program Closeout

Develop and implement an annual closeout system as defined in the technical proposal to closeout the allowance program for each agency, as approved by the Agency COTRs. Closeout shall be completed by September 30th each fiscal year. Closeout is not authorized prior to September 20th of the fiscal year.

C-8.4.I

Reports

Develop the ability to generate and automatically electronically transmit reports as outlined below. Reports shall be electronically sent to designated areas and reporting levels within the Agency as specified. Contractor application shall also include a secure WEB administrative module that will allow the Agency to run these and other reports as required. Reports shall be segregated by Agency. Each Agency shall be provided with reports containing their Agency-specific data.

Various reports are required by different levels as identified below:

	<u>NPS</u>	<u>FWS</u>	<u>COE</u>
Level 1	Park/Area	Field Station	District
Level 2	Region	Region	Division
Level 3	COTR and Contracting Officer	COTR and Contracting Officer	COTR and Contracting Officer
Level 4	Contracting Officer	Contracting Officer	Contracting Officer
Level 5	Contracting Officer and Small Business & Economic Development Office		

C-8.4.K.1 **Monthly Reports**

Each monthly report shall begin on the 1st of the month and end of the last day of the month. Reports are due by the fifth of the following month.

C-8.4.K.1.A **Monthly Activity Report**

Prepare and transmit this Level 3 report which provides a tabular summary of activity for the previous month in the following areas:

C-8.4.K.1.A.(1) **Standard Orders**

- (a) Total number of authorized employees;
- (b) Total number of new orders processed;
- (c) Total number of backorders processed;
- (d) Total dollar amount of allowances spent;
- (e) Total amount spent;
- (f) Total number of new orders;
- (g) Total number of new orders shipped;
- (h) Total number of new backorders;

- (i) Total number of old backorders shipped; and
- (j) Total number of backorders awaiting shipment.

C-8.4.K.1.A.(2) **Non-Standard Orders**

- (a) Total number of new orders;
- (b) Total number of new orders processed;
- (c) Total number of backorders processed;
- (d) Total dollar amount of allowances spent;
- (e) Total amount spent;
- (f) Total number of new orders;
- (g) Total number of new orders shipped;
- (h) Total number of new backorders;
- (i) Total number of old backorders shipped; and
- (j) Total number of backorders awaiting shipment.

C-8.4.K.1.B **Status of Uniform Orders**

Prepare and transmit this Level 3 report that identifies the following:

- (1) Orders submitted;
- (2) Orders filled;
- (3) Backorders; and
- (4) Orders outstanding.

C-8.4.K.1.C **Unobligated Balance and Adjustment Report**

Prepare and transmit this Level 3 report that identifies the following:

- (1) Total authorized uniform allowance;
- (2) Amounts encumbered to date;
- (3) Amounts invoiced to date; and
- (4) Unobligated balance.

C-8.4.K.1.D **Backorder Summary Report**

Prepare and transmit this Level 3 report that identifies the following:

- (1) Component sizes in each backorder;
- (2) Orders that are submitted;
- (3) Orders filled and backordered;
- (4) Value of the order;
- (5) Reasons for the backorder, including estimated time of arrival of components; and
- (6) Percentage of backorders in summary form.

C-8.4.K.1.E **Actual Acceptance Report**

Prepare and transmit this Level 3 report which identifies all orders that have been accepted by the employee by entering the acceptance date through the website. This report should reconcile with and be attached to the invoice for payment.

C-8.4.K.1.F **Constructive Acceptance Report**

Prepare and transmit this Level 3 report which identifies all orders that have not been actually accepted and are 30 calendar days old. This report should reconcile with and shall be attached to the invoice for payment.

C-8.4.K.2 **Quarterly Reports**

C-8.4.K.2.A **Quarterly Program Summary**

Prepare and transmit this Level 3 report which provides a narrative and tabular summary of activity for the following areas:

- (1) Total number of employees authorized for allowances;
- (2) Beginning amount of authorized allowance;
- (3) Authorized allowance adjustments (year-to-date);
- (4) Total amount of allowance expended (year-to-date);
- (5) Remaining allowance balance (year-to-date);
- (6) Average authorized allowance;
- (7) Total sales for the fiscal year to date, including cash spent over above allowances during the reporting period;
- (8) Total number of orders shipped, including the number of regular orders and backorders, the total number of items shipped, and the completion ratio;
- (9) Analysis of exchanges, including the total number, a breakdown of exchanges by cause, summations of percentages shipped;
- (10) Average turnaround time for regular orders from receipt of the order to time shipped;
- (11) Average turnaround time for non-standard orders from receipt of the order to time shipped; and
- (12) Analysis of the current inventory, including an assessment of future needs and potential problems in acquiring inventory components from subcontractors.

C-8.4.K.2. B **Exception Report**

Prepare and transmit this Level 2 report which identifies accounts with no activity.

C-8.4.K.2.C **Database CD-ROM**

Transmit current database on CD-ROM in accordance with the information contained in C-8.1.C.2. Level 3 distribution shall be made.

C-8.4.K.3 **Semi-Annual Reports**

C-8.4.K.3.A **Status Report**

Prepare and transmit this Level 2 report on the status of individual employee accounts containing the following information:

- (1) Employee name, last name, first name, and middle initial;
- (2) Employee account number;
- (3) Duty station organization number;
- (4) Duty station name, park, field station or project name;
- (5) Account sub-activity code (i.e., NPS, FWS, or COE);
- (6) Type or class of uniform authorized;
- (7) Fiscal year beginning allowance balance;
- (8) Allowance amendment (if any);
- (9) Terminate and/or transfer amounts - apportions allowance according to actual expense included by employee while at given area;
- (10) Current allowance - sum or remainder of beginning balance and amendments;
- (11) Year-to-date expenditures, total amount expended by employee through the report date;
- (12) Year-to-date ordering history, listed by CLIN, item description and order amount;
- (13) Remaining allowance balance; and
- (14) Account status - active or terminated.

C-8.4.K.3.B **Subcontracting Report for Individual Contracts (SF-294)**

Prepare and transmit this Level 5 report on subcontracts awarded under this contract.

C-8.4.K.4 **Annual Reports**

C-8.4.K.4.A **Consolidated Uniform Allowance Report**

Prepare and transmit this Level 1 report which provides a list of each permanent employee, uniform category, and allowance amount for the new fiscal year. When certified by the appropriate Agency representative by return of a signed, approved copy, the report will be used to reauthorize accounts for the coming fiscal year for permanent employees.

C-8.4.K.4.B **Environmental Performance Report**

Prepare and transmit this Level 3 report which identifies environmental compliance program efforts, including at least: environmental management system development and implementation, compliance monitoring, any non-compliance issues, and corrective actions taken or planned. The Report should identify efforts to review and recommend improved environmental preferability of particular uniform components during the year and related plans for the coming year.

C-8.4.K.4.C **Ordering History and Trends**

Prepare and transmit this Level 3 report in September of each fiscal year that summarizes ordering history per month, per CLIN component and identifies probable trends for the 12 month period and makes forecasts for the next fiscal year.

C-8.4.K.4.D **Operations Manual**

Prepare and transmit this Level 3 manual by October 1, 2000 and update annually in accordance with the information contained in C-6.6.

C-8.4.K.4.E **Database Archives**

Provide all archived data at the completion of closeout in accordance with the information contained in C-8.1.F. Level 3 distribution shall be made.

C-8.4.K.4.F **Summary Subcontract Report (SF-295)**

Prepare and transmit the Level 5 report on all subcontracting awards made under the Small Business Subcontracting Plan.

C-8.4.K.5 **Other Reports**

C-8.4.K.5.A **Allowance Status Report**

Prepare and transmit this Level 1 report summarizing each individual's remaining credited uniform allowance and transmit it as part of each response to an order, whether a completed order, notification of backorder or other communication.

C-8.4.K.5.B **Ad-Hoc reporting access**

Provide secure read-only access to the entire database through the use of ODBC or SQL*NET for adhoc reports and queries.

C-8.4.K.5.C **Certified Financial Audit**

Prepare and transmit a copy of the most recent certified audit by the Contractor's outside auditor in May of each Year. Level 4 distribution shall be made.

C-8.4.K.5.D **Other**

The Contractor shall prepare and transmit any other reports which may be required by the Agency COTR at no additional cost to the Government.

C-9 **UNIFORM INVENTORY AND CONTROL SYSTEM:**

Definition: Inventory stocking levels are current, accurate, complete and accessible electronically to persons identified by each Agency. Contractor application will maintain a direct cross-reference between the contract line item number in the Agency database and the catalog and inventory number in the Contractor's inventory.

In the area of Uniform Inventory and Control System, the Contractor shall:

C-9.1 **Comprehensive Plan**

Implement and maintain the Comprehensive Plan as contained in Attachment F (4), Quality Control and Performance Requirements Summary for Uniform Inventory and Control System. The following elements are contained in the Contractor's Quality Control and Performance Summary in Attachment F (4):

1. Minimum and maximum stocking levels of finished goods;
2. Determination of usage history;
3. Procedures for ordering inventory including methods and controls of storage.

C-9.2 **Inventory Review**

Conduct an inventory review at the closeout of each contract year. Proposed adjustments in minimum stocking levels shall be submitted electronically to the Contracting Officer with a copy to **all** Agency COTRs on or before October 15th of the next year.

During the last option year of the contract, an inventory review shall be conducted beginning and during the third quarter. Proposed adjustments in inventory shall be submitted electronically on a monthly basis by the 15th of each month to the Contracting Officer with a copy to **all** Agency COTRs.

C-9.3 **Security of Patches**

Prepare, implement and maintain a plan for providing security for Agency patches and badges, which are governed by United States Code and by Agency regulations.

C-9.4 **Security of First Article Samples**

Prepare, implement, and maintain a plan for secure storage of all first article samples submitted under the contract.

C-10 **CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS**

C-10.1 **CUSTOMER SERVICE**

Definition: A knowledgeable, adequate, and dedicated team of personnel who are familiar with organizational procedures, and conversant with details of all agencies programs. This team responds to inquiries regarding uniform policy and procedures and resolves customer complaints. Personnel must be 100% committed to this function.

In the area of Customer Service, the Contractor shall:

C-10.1.A. **Comprehensive Plan**

Implement and maintain the procedures, techniques and policies contained in the Comprehensive Plan contained in Attachment F (5), Quality Control and Performance Requirement Summary for Customer Service, Research and Special Needs.

C-10.1.B **Communication System(s)**

Establish communication system(s) for employee inquiries and comments.

C-10.2 **RESEARCH AND SPECIAL NEEDS**

Definition: New product information, industry innovations, identification of alternative sources and processes, recommending changes in specifications, and advising COTRs in the latest techniques and practices in the industry to improve product performance and/or environmental preferability.

In the area of Research and Special Needs, the Contractor shall:

C-10.2.A **Comprehensive Plan**

Implement and maintain the Comprehensive Plan contained in Attachment F (5), Quality Control and Performance Requirements Summary for Customer Service, Research and Special Needs.

C-10.2.B **Research and Development**

Research new additions to the uniform component inventory and provide recommendations to each Agency COTR for review and approval. Include product information on environmentally preferable product attributes and new product lines, state-of-the-art fabrics and other uniform components, manufacturing advances, and improvements in distribution methods.

C-10.2.C **Wear Tests**

Facilitate the wear testing of new or revised uniform components with each Agency COTR. Provide an electronic report containing the analysis of each wear test to all Agency COTRs. All product costs shall be borne by the Contractor.